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DATED 10/1/04](#)

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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BRYCE YOKOMIZO
Director



September 21, 2004

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Board of Supervisors
GLORIA MOLINA
First District
YVONNE B. BURKE
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

Dear Supervisors:

**RECOMMENDATION TO INSTRUCT THE DEPARTMENT OF COMMUNITY AND
SENIOR SERVICES TO EXTEND AGREEMENTS WITH RITE SERVICE PROVIDERS
TO EFFECTIVELY TRANSITION SERVICES TO DPSS STAFF AND TO
INSTRUCT THE DEPARTMENT OF PUBLIC SOCIAL SERVICES TO ASSUME
RESPONSIBILITY FOR PROVIDING DIRECT SERVICES TO RITE PARTICIPANTS
(ALL SUPERVISORIAL DISTRICTS) (3-VOTES)**

**JOINT RECOMMENDATION WITH THE CHIEF DEPUTY OF THE DEPARTMENT OF
COMMUNITY AND SENIOR SERVICES THAT YOUR BOARD:**

1. Delegate authority to the Chief Deputy Director of the Department of Community and Senior Services (DCSS) to prepare and execute amendments substantially similar to the attached sample amendment, Attachment A, with ten service providers as shown on Attachment B, for the provision of Refugee Immigrant Training and Employment (RITE) services, extending the current contracts for three months effective October 1, 2004 through December 31, 2004, at an estimated cost of \$ 1,443,641 fully funded with CalWORKs single allocation. There is no additional Net County Cost (NCC) after the required CalWORKs Maintenance of Effort (MOE) is met. Funding for these amendments is included in the FY 2004-05 Adopted Budget.

2. Instruct the Director of the Department of Public Social Services (DPSS), as recommended in the Auditor-Controller's (A-C) RITE Contractor Monitoring Status Report provided to your Board on July 30, 2004, to assume responsibility for providing direct case-management services to non-English/non-Spanish-speaking RITE participants effective January 1, 2005.
3. Delegate authority to the Director of DPSS to execute an amendment to increase the contract maximum amount for the Job Readiness & Career Planning Services Program Contract with the Los Angeles County Office of Education (LACOE), after Chief Administrative Office (CAO) and County Counsel approval, to provide Orientation and Job Club to non-English/non-Spanish-speaking participants effective January 1, 2005. The DPSS Director will notify the Board and the CAO in writing within ten business days after execution of such amendment.
4. Instruct DPSS and CSS to work with the A-C to recoup overpayments identified in their monitoring reviews of the RITE contractors, as specified in the A-C's RITE Contractor Monitoring Status Report provided to your Board on July 30, 2004.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The current service provider contracts for the RITE program will expire on September 30, 2004. Adoption of Recommendation 1 will extend the contracts through December 31, 2004, so that DPSS can assume direct responsibility on January 1, 2005 with no disruption in services to non-English/non-Spanish-speaking CalWORKs Welfare-to-Work (WtW) participants.

The RITE program provides case management and employment services to non-English/non-Spanish-speaking CalWORKs WtW participants. Currently, services are being provided through ten contracts that are managed by DCSS. On July 30, 2004, the A-C submitted his final report to your Board on the monitoring/program reviews of the RITE contractors. In his report, the A-C recommends that the RITE program no longer be contracted and that the responsibility for administering and providing direct services be transferred to DPSS due to the significant problems noted in the administration and operations of the RITE program, potential cost effectiveness issues,

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and the excessive costs for additional County resources that would be needed to monitor and ensure that the contractors correct identified deficiencies. Adoption of Recommendation 2 will enable the A-C's recommendation to be implemented, effective January 1, 2005.

DPSS will notify the RITE providers of the opportunity for their staff to apply for open GAIN Services Worker (GSW) exams. These exams are currently open, and some RITE staff have already applied. DPSS will give hiring priority to displaced RITE staff who are in a reachable band, in accordance with Civil Service Rules.

Per your Board's March 19, 2002 instructions, DPSS entered into a contract effective July 1, 2002, with Los Angeles County Office of Education (LACOE) for Job Readiness and Career Planning Services. The contract includes a provision to amend the contract, with Board of Supervisors' approval, to increase contractor compensation to cover its expenses in providing Job Readiness & Career Planning Services to non-English and non-Spanish-speaking GAIN participants. Amending the Job Readiness & Career Planning Services Program Contracts with LACOE (Recommendation 3) will ensure that these participants receive job services that are comparable to the English and Spanish-speaking GAIN participants. Following your Board's approval of this recommendation, DPSS and LACOE will negotiate the specific terms of this amendment, based on the non-English/non-Spanish caseload projected to access Job Readiness and Career Planning services.

In his audits of the RITE providers, the A-C reported that the contractors overcharged the County. Recommendation 4 will require DCSS to invoke existing contract language and recoup identified overpayments with support and assistance from DPSS and the A-C. The contracts allow the County to withhold the contractors' final invoices pending the County's determination that such funds should be released.

Following your Board's approval of these recommendations, we will work with the CAO to develop a request to your Board for approval of necessary adjustments in DPSS' budget, as required to implement these recommendations.

Implementation of Strategic Plan Goals

The recommended actions are consistent with the principles of the Countywide Goal #5 (Children and Families' Well-Being) to improve the well-being of children and families in Los Angeles County.

FISCAL IMPACT/FINANCING

The estimated cost to extend the current RITE contracts through December 31, 2004 is \$1,544,696 (\$1,443,641 for service providers' costs and \$101,055 for DCSS' administrative costs), fully financed with CalWORKs Single Allocation. There is no additional NCC after the required CalWORKs MOE is met.

DPSS provides the funding to DCSS through an intra-fund transfer. Funding for these amendments and administrative costs is included in the FY 2004-05 Adopted Budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

There is a Memorandum of Understanding (MOU) between DCSS and DPSS to provide employment services to DPSS' non-English/non-Spanish-speaking CalWORKs WtW participants. The MOU will terminate effective December 31, 2004, simultaneous with expiration of the RITE contracts.

The A-C has reviewed and concurs with the recommended actions. County Counsel has approved Attachment A as to form.

CONTRACTING PROCESS/MONITORING

No additional solicitation process was required for the RITE amendments since they are to extend existing contracts. The extension will result in a total contract term of three years, the maximum allowed by California Department of Social Services contracting regulations without additional State approval.

The Job Readiness and Career Planning Services contract with LACOE was non-competitively negotiated per California Department of Social Services Operations Manual regulation 23-650 that allows contracts to be awarded with other public agencies without a competitive solicitation process.

The A-C has agreed to continue working with the departments to monitor the RITE contractors through the term of their agreements (December 31, 2004).

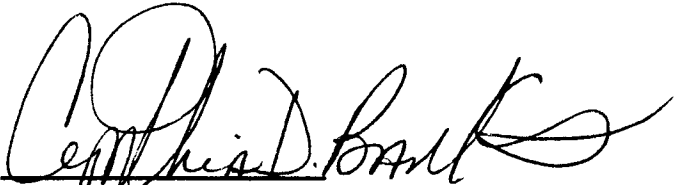
These recommendations will allow the County to ensure uninterrupted WtW and case management services to non-English/non-Spanish-speaking WtW participants, which will assist them in achieving self-sufficiency.

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Amending these contracts will not infringe on the rights of the County in relationship to its residents and the County's ability to respond to emergencies will not be impaired. There is no change in risk exposure to the County.

Respectfully submitted,


BRYCE YOKOMIZO
Director
Department of Public Social Services


CYNTHIA D. BANKS
Chief Deputy Director
Department of Community and Senior Services

BY:sc

Attachments (2)

c: David E. Janssen
Raymond G. Fortner, Jr.
Violet Varona-Lukens
J. Tyler McCauley



Contract # _____
Amendment # _____

**COUNTY OF LOS ANGELES
REFUGEE AND IMMIGRANT TRAINING AND EMPLOYMENT PROGRAM
CONTRACT AMENDMENT**

THIS AMENDMENT is made and entered into this ____ day of _____, by and between the **COUNTY OF LOS ANGELES**, hereinafter referred to as the "**COUNTY**" and _____, hereinafter referred to as the "**CONTRACTOR**".

WHEREAS, the parties hereto have previously entered into a Contract on _____ for an amount not to exceed _____ in CalWORKs/RITE Program Program funds for Fiscal Year (FY) 2004-05 to serve refugees/immigrants.

WHEREAS, the County Board of Supervisors approved an allocation of FY 2004-05 CalWORKs/RITE Program monies to the currently funded agencies;

WHEREAS, the parties hereto have previously entered into a month-to-month contract for a period not to exceed three (3) months, effective July 1, 2004 through September 30, 2004; and

WHEREAS, the parties desire to amend said Contract in accordance with the terms and conditions set forth below.

NOW, THEREFORE, the parties agree to amend the contract as follows:

I. **CONTRACT TERM** is amended as follows:

The term of this contract shall extend on a month-to-month basis from October 1, 2004 through December 31, 2004.

II. **CONTRACT FUNDING** is amended as follows:

COUNTY shall reimburse **CONTRACTOR** an additional amount not to exceed \$ _____ in CalWORKs/RITE Program Grant funds, such that the total amount of the contract, as amended, shall not exceed _____ through December 31, 2004 for services provided through CalWORKs/RITE program funds.

III. **THE FOLLOWING CONTRACT EXHIBIT** is hereby superseded and replaced in its entirety by the new/revised document which is attached hereto, effective October 1, 2004, as applicable:

A. Standard Terms and Conditions (Exhibit A)

Except where modified by this Amendment, the terms and conditions of the original Contract shall remain in full force and effect.

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IN WITNESS WHEREOF, the COUNTY OF LOS ANGELES has caused this Amendment to be subscribed on its behalf by the Director of Community and Senior Services, or her designee, and the CONTRACTOR has subscribed the same through its authorized officer, the day, month, and year first written above. The person signing on behalf of the CONTRACTOR warrants that he or she is authorized to bind the CONTRACTOR, and attests to the truth and authenticity of representations made and documents submitted and incorporated as part of the contract, under penalty of perjury.

COUNTY OF LOS ANGELES
Community and Senior Services

By _____
CYNTHIA D. BANKS, Chief Deputy Date

APPROVED AS TO FORM:

County Counsel

By _____
Deputy County Counsel

CONTRACTOR

Contractor's Name (print)

By _____
Authorized Signature

(Print or Type Name)

Title (Print or Type)

Executed at: _____
City

Date

**COUNTY OF LOS ANGELES
COMMUNITY AND SENIOR SERVICES
October 1, 2004 - December 31, 2004
RITE CONTRACT ALLOCATIONS**

3 Month Extension

	Supv. Dist.	SPA	Agency Name	October - December 2004 Allocation
1	1,2,3,5	2,4	ARMENIAN EVANGELICAL SOCIAL SERVICE CENTER	153,514
2	1,2,3,5	2,4,7	ARMENIAN RELIEF SOCIETY	127,806
3	1,2,3,4,5	2,3,4,8	CATHOLIC CHARITIES OF LOS ANGELES	228,565
4	2,3	4	CBD COLLEGE	125,669
5	4	8	COMMUNITY REHABILITATION INDUSTRIES	122,631
6	1,3	2,3,4	ECONOMIC AND EMPLOYMENT DEVELOPMENT CENTER	125,462
7	1,2,3,5	2,3,5	INTERNATIONAL INSTITUTE OF LOS ANGELES	155,366
8	2,3	2,4	JEWISH VOCATIONAL SERVICES	95,287
9	1,2,3,4,5	2,3,4,8	LOS ANGELES UNIFIED SCHOOL DISTRICT	182,457
10	1,2	3,4,8	PACIFIC ASIAN CONSORTIUM IN EMPLOYMENT	126,884
			TOTAL SERVICE PROVIDERS' COST	1,443,641
			CSS ADMINISTRATION COST (7%)	101,055
			TOTAL	1,544,696



J. TYLER McCAULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

October 1, 2004

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley
Auditor-Controller

Bryce Yokomizo, Director
Department of Public Social Services

SUBJECT: **TRANSFER OF THE REFUGEE IMMIGRANT TRAINING AND
EMPLOYMENT PROGRAM (RITE) TO THE DEPARTMENT OF PUBLIC
SOCIAL SERVICES**

On September 21, 2004, in response to the Department of Public Social Services (DPSS) and Community and Senior Services' (DCSS) recommendation to transfer the responsibility for administering and providing direct services to the RITE participants to DPSS, the Board directed the Auditor-Controller (A-C) and the Director of Public Social Services to develop a proposal for a pilot project utilizing the most effective RITE contractors. The Board also requested a report on the number of DPSS employees that are available and speak the languages and have the cultural understanding of the RITE participants. In addition, the Board asked for the DPSS' plan for offering employment to employees who will be displaced as a result of DPSS taking responsibility for providing direct services to the RITE participants.

Finally, on September 28, 2004, the Board requested the A-C to respond to public comments by Catholic Charities of Los Angeles regarding their concern over the monitoring findings.

Summary

In summary, our recommendation continues to be that the responsibility for administering and providing direct services to all RITE participants be transferred to DPSS. However, if the Board decides to approve a pilot project utilizing the most

"To Enrich Lives Through Effective and Caring Service"

effective RITE contractors, we recommend that only two contractors be selected, that the scope of services to be contracted be limited to case management, and that an amended/revised contract be developed that holds the contractor accountable through the use of performance measures.

To direct that such a pilot be implemented, your Board would need to take the following actions:

- ◆ Instruct DPSS to establish a pilot project by amending existing contracts with Jewish Vocational Services and Pacific Asian Consortium in Employment to provide case management services in the areas and languages in which they currently provide such services from January through September 2005.
- ◆ Direct DPSS to include similar contract requirements and performance measures as those currently in the GAIN Program contracts.
- ◆ Instruct DPSS and the Auditor-Controller to report back to the Board at the end of the pilot project with the following:
 - A determination of the cost effectiveness of the pilot project.
 - An evaluation of the performance of Jewish Vocational Services and Pacific Asian Consortium in Employment in comparison to DPSS.

Additional information is included on Attachment I including your Board's request on DPSS language capacity, vacant positions and the displaced worker plan. The A-C's response to the public comments by Catholic Charities is also included on Attachment I.

Please call us if you have any questions, or your staff may contact Don Chadwick of the Auditor-Controller at (626) 293-1102.

JTM:MMO:DC

Attachments

c: David E. Janssen, Chief Administrative Officer
Cynthia D. Banks, Chief Deputy Director, DCSS
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee

**Transfer of the Refugee Immigrant Training and
Employment Program (RITE) to the
Department of Public Social Services**

Background

In July 2004, the A-C reported to the Board the results of their contract monitoring reviews of the RITE contractors. The A-C had performed reviews of 11 RITE contractors and determined that the contractors often overstated employment and job training outcomes, resulting in the contractors' over-billing DCSS. For example, some contractors billed the County for placing participants in employment for which they were paid based on piecework rather than an hourly wage, as required by the contract; other contractors billed the County for placing participants in full-time jobs when the participants were already employed full-time with the same employer; and some contractors billed for Case Management and Job Club services when the participant did not receive all the required service components.

In the July 30, 2004 report to the Board, the A-C also noted the issue of cost effectiveness. As a result of two incidences of very large RITE contract employee thefts of program funds, DPSS had to significantly restructure payment controls and monitoring of ancillary and transportation reimbursements. Accordingly, the RITE program, as currently configured, was determined to not be cost-effective.

Because of the significant problems noted during the monitoring reviews, including the cost-effectiveness issue, the A-C recommended this program no longer be contracted and that the responsibility for administering and providing direct services be transferred to DPSS. This recommendation was the basis for DPSS and DCSS recommending to the Board that DPSS staff provide RITE program services.

Approach to Pilot Project

On September 21, 2004, your Board requested that instead of transferring to DPSS the responsibility for providing direct services to all RITE participants, that DPSS and the A-C develop a proposal for a pilot project utilizing the most effective RITE contractors.

We determined that certain conditions should exist for a pilot to be a viable option, given the nature of the RITE program audit findings, and to provide a basis for an evaluation of the pilot project.

1. The scope of services should be limited to case management. Although no RITE provider performed this function very well, it was selected as a condition because it is essential to the success of the RITE program, i.e., obtaining employment for participants. It also lends itself to measuring the effectiveness of providers in providing services that improve the participants' employment capabilities and/or the quality of jobs she/he gets.

2. Services to be piloted have to be provided in a cost-effective manner by a competitively-procured contractor, following the completion of the pilot.
3. The revised contract with the providers under the pilot must include performance measures so that contractors' performance can be measured against specific standards as noted above.
4. The number of agencies that would participate in the pilot should be limited to allow for careful monitoring, and should be those agencies that performed better than the other agencies audited.
5. The scope of any contracts in the pilot should be limited to the geographic areas and languages in which the pilot contractors currently provide RITE program services.

The A-C determined the most reasonable basis for determining which agencies performed better would be to compare the percentages of the total dollar amounts sampled that were over billed. The following chart ranks the RITE contractors based on dollars over billed:

	AGENCY	Amount Over billed	Amount Sampled	% Over billed
1	Catholic Charities of Los Angeles (CIU)	\$0	\$2,510	0%
2	Jewish Vocational Services (JVS)	\$770	\$5,860	13%
3	Pacific Asian Consortium in Employment (PACE)	\$1,096	\$6,742	16%
4	Community Based Education and Development College (CBD)	\$2,084	\$6,884	30%
5	International Institute of Los Angeles (IILA)	\$2,934	\$9,518	31%
6	Community Rehabilitation Industries (CRI)	\$1,902	\$5,652	34%
7	Economic and Employment Development Center (EEDC)	\$2,626	\$6,865	38%
8	Community Employment Project (CEP)	\$3,650	\$9,350	39%
9	Armenian Evangelical Social Service Center (AESSC)	\$2,750	\$6,900	40%
10	Los Angeles Unified School District (LAUSD)	\$4,050	\$8,150	50%
11	Armenian Relief Society (ARS)	\$4,100	\$6,576	62%

Note: Two of these providers, CEP and CRI, voluntarily terminated their RITE program contracts subsequent to the completion of the A-C's review.

As the chart indicates, with the exception of Catholic Charities of Los Angeles which is discussed below, the contractor with the lowest over billed amounts to the County is the

Jewish Vocational Services (JVS) followed by the Pacific Asian Consortium in Employment (PACE). The other providers' error rates ranged from 30% to 62%. Accordingly, we recommend JVS and PACE be the pilot agencies if the pilot approach is approved.

It should be noted that while Catholic Charities did not over bill the County for services provided, they do not provide the same types of RITE services as the other RITE contractors. Catholic Charities schedules and provides Orientation to the RITE program participants, and refers the RITE program participants to one of the RITE case management contractors. As discussed below, DPSS will use Los Angeles County Office of Education (LACOE) to provide orientation services countywide to the RITE program participants, as LACOE currently does for participants in the GAIN program. Therefore, there is no need to include a contract with Catholic Charities as part of the pilot.

Pilot Project Structure and Contract

DPSS' current GAIN Program is operated by using a combination of DPSS staff and contractors to provide case management services to English and Spanish-speaking CalWORKs Welfare-to-Work (WtW) participants. We believe that the proposed pilot project should be structured similar to DPSS' GAIN Program. In this way, the A-C and DPSS will be able to better evaluate the performance of the RITE contractors in relation to the performance of DPSS' staff.

If the pilot project is approved, DPSS should assume administrative responsibility for the two pilot contractors that would provide case management services. Other program services, such as Orientation, Job Club, and Vocational Assessment, should be performed by Los Angeles County Office of Education (LACOE). LACOE currently provides these same services to the GAIN Program participants.

DPSS will need to amend the existing contracts for the two RITE contractors participating in the pilot project. The amended contracts should be similar to the contracts DPSS has with the GAIN case management contractors (ACS and Maximus). This will assure consistency in holding the RITE contractors to the same performance standards and program requirements that DPSS staff and GAIN contractors must follow.

Also, the amended contracts will include performance measures with financial incentives and penalties to encourage the RITE pilot contractors to maintain or exceed the quality of services provided. The current RITE contract does not contain performance measures or other provisions that encourage the contractor to improve their levels of service.

Evaluating the Pilot Project

Nine months after the pilot project has been implemented, the A-C, working with DPSS, will use the performance measures identified in the amended contracts to compare the

performance of the pilot contractors with the performance of DPSS staff. We will report the results of this comparison to the Board.

Pilot Timeframe

If approved, the pilot would be implemented effective January 1, 2005, through September 30, 2005.

DPSS Language Capacity

If DPSS assumes direct responsibility for case management for the current RITE caseload, DPSS would meet the language needs of those cases with current DPSS staff and any displaced RITE employees DPSS may hire. As indicated on Attachment II, DPSS can meet the language needs of 98% of the RITE cases with existing bilingual GAIN Services Workers (GSWs) who will be housed in the appropriate GAIN region. The vast majority of these bilingual GSWs are immigrants from the same countries as the RITE participants, and therefore share the culture of the RITE participants, as well as their language. For the remaining 2% (84 cases) of the RITE cases, language needs will be met by other DPSS staff who speak the participant's language, or by Language Line Services, previously known as the AT&T Language Line.

Vacant Positions and Displaced Worker Plan

According to the Department of Community and Senior Services, 90 RITE provider staff could potentially be displaced, if DPSS assumes case management responsibility for the RITE caseload and the RITE provider staff are not absorbed in other programs within their agency. Of the 90 RITE staff, 77 are case managers, job developers, supervisors, or managers that would very likely meet the minimum requirements for GSW. The remaining 13 employees are accountant or clerical support staff.

Some RITE provider employees have already taken and passed the GSW Civil Service Exam. DPSS will offer all RITE employees who have not yet taken the GSW exam the opportunity to do so, and will give hiring priority to displaced RITE employees who pass the exam and are in a reachable band, in accordance with Civil Service Rules. Though DPSS has sufficient bilingual GSWs, who are currently serving English-speaking participants, assuming the RITE caseload will result in a net increase in the caseload served by DPSS, and a corresponding need for additional GSWs. These additional GSWs could be displaced RITE employees.

To the extent that individual displaced RITE employees do not meet the minimum requirements for the GSW position or are otherwise not eligible to be hired as GSWs, DPSS will notify those displaced employees of any other open Civil Service exams for which they may qualify, and will grant hiring priority for all DPSS positions to displaced RITE employees who successfully participate in a Civil Service exam and are in a reachable band, in accordance with Civil Service Rules.

Public Comments at the September 28, 2004 Board Meeting

On September 28, 2004, the Board requested the A-C to respond to public comments by Catholic Charities of Los Angeles regarding their concern over the monitoring findings.

Catholic Charities indicated that the A-C had not responded to the RITE contractors' written responses and believed that the percentage of the amounts the contractors over billed the County is not final.

The A-C provided comments regarding the contractors' responses in most of the final reports we sent to the Board. For two of the RITE contractors, the contractors' responses had not been received by the time we issued our final report. We will be submitting our comments to the Board together with these contractors' responses.

It should be noted that the contractors did not agree with the majority of the A-C's findings. The contractors indicated that portions of the County contract are not clear and are open to interpretation and that DCSS verbally approved their actions.

While the A-C recognizes that the current contracts lacked clarity in some areas and certain of the administrative matters contractors noted may have been subject to interpretation, the A-C's findings show numerous billing infractions and other non-compliant areas which cannot be dismissed due to lack of contract or program understanding. The A-C has on numerous occasions explained to the contractors why their comments and/or documentation did not justify changing our findings.

DPSS and Contractor Overcharges

Catholic Charities of Los Angeles claimed that the A-C acted unfairly when they recommended that the County terminate the contracts with the existing RITE providers and did not recommend that the County terminate the contract with a GAIN contractor even though one of the findings showed that a GAIN contractor over billed the County.

In the case of the GAIN contractor, the overpayments were the result of undocumented expenditures. The A-C's review of the RITE contractors also noted instances in which the RITE contractors did not have documentation to support ancillary payments to the program participants. These findings were reported by the A-C but were not a basis for recommending terminating the RITE contractors. The basis for the A-C's recommendation to transfer the RITE program back to DPSS was the issue of the contractors billing DCSS for services that were not provided and the fact that the current RITE program is not cost effective.

RITE LANGUAGE NEEDS AND DPSS STAFF LANGUAGE CAPACITY

RITE caseload that could be served by existing DPSS GAIN Services Workers (GSW).			
Language Group	Number of RITE Cases	Number of GSWs Needed Based on 115 Yardstick	Number of GSWs with Language Capability
Armenian	1,884	16.38	22
Vietnamese	854	7.43	51
Cambodian	479	4.17	44
Cantonese	385	3.35	16
Russian	215	1.87	18
Farsi	129	1.12	6
English - See Note 1	160	1.39	-
Mandarin	88	0.77	17
Korean	82	0.71	7
Arabic	78	0.68	6
Tagalog	25	0.22	40
Hindi	8	0.07	1
French	5	0.04	3
Japanese	5	0.04	1
Thai	2	0.01	1
Subtotal # Cases	4,399	38	233
% of Total RITE Caseload	98%		

RITE LANGUAGE NEEDS AND DPSS STAFF LANGUAGE CAPACITY (Cont'd)			
RITE caseload requiring use of other bilingual DPSS employees or Language Line Services.			
Language Group	Number of RITE Cases	Number of GSWs Needed Based on 115 Yardstick	Number of other DPSS Staff with Language Capability
Samoan	36	0.31	15
Lao	8	0.07	8
Sinhalese	5	0.04	1
Lithuanian	4	0.03	0
Hmong	3	0.03	1
Indonesian	3	0.03	2
Hungarian	2	0.02	0
Burmese	2	0.02	1
Albanian	2	0.02	0
Urdu	2	0.02	2
Bulgarian	2	0.02	0
Bengalese	2	0.02	2
Pakistani	2	0.02	0
Tongan	1	0.01	2
Eritrea	1	0.01	0
Czechoslovakian	1	0.01	0
Ukrainian	1	0.01	1
Illacano	1	0.01	4
Lingala	1	0.01	0
Rwanda	1	0.01	0
Rumanian	1	0.01	4
Yugoslavian	3	0.03	2
Subtotal # Cases	84	0.73	45
% of Total RITE Caseload	2%		
Total RITE Caseload	4,483		

Note 1: Reflects a caseload with "English" as a Primary Language Code but participant may prefer to receive services in another language. Primary Language Code can be changed at the request of the participant.